

Los Angeles County



Department of Public Social Services



Presenter: Carlos Portillo



Introducing

cal fresh

BETTER FOOD FOR BETTER LIVING



What is CalFresh?

- The new name for California's Food Stamp Program is "CalFresh."
- The purpose of this program is to promote and safeguard the health and well-being of low-income individuals and households by increasing their food purchasing power and raising their levels of nutrition.



What is CalFresh?

- A person who is approved to receive CalFresh benefits is issued an Electronic Benefit Transfer (EBT) card, just like an ATM card, to purchase food at various supermarkets or grocery stores.



Who can get CalFresh benefits?

- Low-income persons who do not have enough money to buy the food they need to stay healthy.
- U.S. Citizens or legal non-citizens.



Who can get CalFresh benefits?

- All persons in the household do not have to be related or have children in order to be eligible for CalFresh benefits.
- In California, persons receiving SSI/SSP are **not** eligible for CalFresh benefits.



Can I work and still get CalFresh benefits?

Yes, it depends on how much money you make each month.

If a household has this many members ...	1	2	3	4	5	6	7	8
And makes less than this each month ... (gross income limit)	\$1,962	\$2,656	\$3,350	\$4,042	\$4,736	\$5,430	\$6,122	\$6,816
The household could get up to this much in benefits:	\$194	\$357	\$511	\$649	\$771	\$925	\$1,022	\$1,169

Amounts effective October 1, 2015 through September 30, 2016



Can I get CalFresh benefits if I have a checking or savings account?

- Yes. As of February 1, 2011, the CalFresh Program no longer counts resources like cash on-hand or money in the bank to determine eligibility to the CalFresh Program.
- **One exception:** If you apply to receive expedited or emergency CalFresh benefits within 3 days of your application date, we will need to know how much cash you have on-hand or in the bank in order to determine if you can get the CalFresh benefits within 3 days of your application date.



Can I get CalFresh benefits if I have a checking or savings account?

- If your cash on-hand or money in the bank is more than the eligibility amount to receive CalFresh benefits within 3 days of your application date, you may still be eligible for CalFresh benefits.
- You are just not eligible to receive the CalFresh benefits within 3 days of your application date.



What documents will I need to provide?

You will be asked to provide the following:

- Identification;
- Social Security number;
- Proof of income;



How many days do I have to provide the requested documents?

- You have 30 days to provide the documents needed to determine CalFresh Program eligibility.
- If you request expedited or emergency CalFresh benefits, you will need to provide verification of income or cash on-hand or in your bank account within three days of your application date to receive the expedited or emergency CalFresh benefits.



How long does it take to get CalFresh benefits?

- Usually, it takes about 30 days to receive CalFresh benefits.
- If you are approved for expedited or emergency CalFresh benefits, you may receive your CalFresh benefits on the same day or within three days of your application date.



Expedited CalFresh Services

- You may be eligible to get CalFresh benefits on the same day or within three days of your application date. If one of the following applies:
- Your gross income is less than \$150 per month and the money you have on-hand or in the bank is less than \$100; or



Expedited CalFresh Services

- Your income or cash on-hand is less than the amount needed to pay your rent or mortgage or utilities.
- You are a migrant or seasonal farm worker and destitute; or



Expedited CalFresh Services

- To apply for expedited or emergency CalFresh benefits, you only need to provide within three days of your application date:
- Complete a CalFresh application providing your name, address (if you have one), and signature on the application.
- Complete an initial interview conducted by an Eligibility Worker.



Expedited CalFresh Services

- Provide proof of your identity to the Eligibility Worker. For example:
 - State-issued Driver's/identification card;
 - Check cashing card or paystubs; or
 - School identification card; or
 - Medical or health insurance card; or
 - The Eligibility Worker can speak to someone who knows you; and
 - Other ways the Eligibility Worker can verify your identify not listed here.



Expedited CalFresh Services

- Provide proof of your income (if you have income) or the amount of cash you have on-hand or in the bank (if you cash).
- If you cannot provide any of these documents, the Eligibility Worker will help you get them.



Do I have to have a face-to-face interview in order to receive CalFresh Benefits?

No. If you apply for CalFresh you will not be required to have an initial face-to-face interview.

However, you still must complete an initial interview. You can request to have your interview completed over the telephone.

If you choose to have your interview completed over the telephone, the Eligibility Worker will let you know the date and time he/she will call you to complete the interview.



Can I get CalFresh if I live with a Parent or Guardian?

- In cases where the guardian is a foster parent for the child, the foster parent can choose to apply for CalFresh for the household and not include the foster child.
- If the foster parent chooses to include the foster child when applying for CalFresh, the foster care payment will be used to calculate the monthly CalFresh amount.
- If the foster parent chooses not to include the foster child when applying for CalFresh, the foster care payment will not be used to calculate the monthly CalFresh amount.



Can I get CalFresh if I live with a Parent or Guardian?

- Yes. You can get CalFresh if you live with a parent or guardian. However, if you are age 21 or younger living with your parent or guardian (who has parental control over you) you cannot apply on your own for CalFresh separate from the parent or guardian.
- The parent or guardian has to apply for CalFresh for the household.



Can Foster Children Receive CalFresh?

- Yes. Foster children can receive CalFresh. A foster parent has the option of choosing to include the foster child as part of the household when applying for CalFresh.
- If the foster parent chooses to include the foster child when applying for CalFresh, the foster care payment will be used to calculate the monthly CalFresh amount.
- If the foster parent chooses not to include the foster child when applying for CalFresh, the foster care payment will not be used to calculate the monthly CalFresh amount.



Foster Youth Services

- DPSS has partnered with the Department of Children and Family Services (DCFS) to provide CalFresh application assistance to former foster care youth aging-out or exiting DCFS services.
- As part of this collaboration, DPSS worked with DCFS to create a “Youth” Portal on the Los Angeles County 211 website designated solely for foster youth to access an array of resource and services, if needed, in a one-stop effort.



Foster Youth Services

211
LA COUNTY
Help Solve Your

Home Also Canyon Gas Leak Search Resource Database Programs & Services Service Providers News Center About Us

YOUTH SERVICES PORTAL

26,941,569 people served since 1981

- Employment**
 - Resume Creation
 - Job Listings
- Financial**
 - Saving Money
 - Taxes
- Housing**
 - Transitional Housing
 - Emergency Assistance
- Legal Help**
 - Sealing Records
 - Identity Theft
- Transportation**
 - Public Transit
 - Trip Planning
- Public Benefits**
 - Independent Living Programs
 - CalWorks and CalFresh
- Health and Wellness**
 - Medi-Cal
 - Mental Health Resources
- Education**
 - Your Rights
 - Graduation Requirements
- Documentation**
 - Getting an ID
 - Finding Vital Records
- Get Involved**
 - Volunteer Opportunities
 - Events
- Food**
 - Emergency Assistance
 - Nutrition Classes
- Parenting Services**
 - Head Start
 - Childcare Resources

<https://www.211la.org/youth-portal/>



Foster Youth Services

- 211 Youth Services Portal consists of resources and services for youth as follows:
 - Employment (resume creation/job listings);
 - Financial (saving money/taxes);
 - Housing (transitional and emergency housing);
 - Legal help (sealing records/identity theft);
 - Transportation (public transit/trip planning);
 - Public benefits (Independent Living Program (ILP)/CalWORKs/CalFresh);
 - Health and wellness (Medi-Cal/Mental health resources);



Foster Youth Services

- 211 Youth Services Portal consists of resources and services for youth as follows:
 - Education (your rights/graduation requirements);
 - Documentation (getting an ID/finding Vital Records);
 - Get Involved (volunteer opportunities/events);
 - Food (emergency assistance/nutrition classes);
 - Parenting Services (Head Start/child care resources).



Definition of A Student

- The student must be between the ages of 18 through 49, and
- Enrolled at least half-time in an institution of higher education, and
- Be physically and mentally fit



Student Eligibility for CalFresh

If the applicant meets the CalFresh definition of a student, a student can be eligible (as long as they meet the other CalFresh requirements) if they meet the following requirements:

- Be employed for a minimum of 20 hours per week or an average of 80 hours per month



Student Eligibility for CalFresh

- Be approved for state or federally finance work study for the current school term. (The student does not need to have found placement in a work study position to meet this exemption)
- Be exerting parental control over a dependent household member under the age of six



Student Eligibility for CalFresh

- Be exerting the parental control over a dependent household member who has reached the age of six but is under the age of 12 and there is not adequate child care services available.
- Be a recipient of CalWORKs



Student Eligibility for CalFresh

- Be assigned or placed in an institution of higher education through or in compliance with one of the following programs:
 - The Extended Opportunities Program Services (EOPS),
 - The Workforce Innovation Opportunity Act (WIOA),



Student Eligibility for CalFresh

- A CalFresh Employment or Training Program (CFET),
- Job Opportunities and Basic Skills (JOBS) program under the Title IV of the Social Security Act,
- A program under section 236 of the Trade Act of 1974, or
- A state or local government employment and training program determined by the county eligibility staff.



Student Eligibility for CalFresh

Additional Information:

- Student's status needs to be reported at application and recertification. It is not a mandatory mid-period reporting requirement.
- Students who purchase a meal plan and receive more than half their meals from the meal plan are **not** eligible for CalFresh.



Student Eligibility for CalFresh

Additional Information:

- Education assistance in the form of loans and grants used for allowable education expenses are excluded as income.



Where can I apply for CalFresh benefits?

- Online for “Your Benefits Now” at www.dpsbenefits.lacounty.gov
- At a local Department of Public Social Services CalFresh office.



Where can I apply for CalFresh benefits?

- **Outreach:** CalFresh applications are being accepted and processed by 122 Eligibility Workers at over 245 non-traditional sites such as health clinics, hospitals, food pantries, farmers' markets, churches, schools and Women, Infants, and Children (WIC) centers.
- **Mobile Office:** Health and Nutrition Mobile Office accepts applications at various community events.



Where can I apply for CalFresh benefits?

- At Certain Community-Based or Faith-Based Organizations.
- For more information about CalFresh – Visit our CalFresh home page at <http://dpss.lacounty.gov/dpss/calfresh>



[Home](#)

Search DPSS

I need help with...

Select your task from the options below.

[Applying for ...](#)

[Emergency Services ...](#)

[Finding ...](#)

Your Benefits Now!

Save Time. Go On-Line!



Have questions about your case or need to apply?

Get more information about [Your Benefits Now!](#)

[Instructional Video](#)

Program Highlights

Cash Assistance
[CalWORKs](#) | [General Relief](#)

Children
[Child Care](#) | [Health Care](#) | [Toy Loan](#)

Elderly & Disabled
[IHSS](#) | [Adult Protective Services](#)

Food & Nutrition
[Cal Fresh](#) | [Restaurant Meals](#)

Health Care
[Reform](#) | [Adults](#) | [Families](#) | [Immigrants](#)

Job Programs
[GAIN](#) | [GROW](#)

Community Services
[Outreach](#)
[Toy Loan](#)
[Veterans & U.S. Military Resources](#)
[Volunteer Services](#)

DPSS Director, Sheryl L. Spiller's Message



With 13,681 employees, the Los Angeles County Department of Public Social Services (DPSS) is the second largest local social services agency in the nation. The Department currently serves over 3.2 million residents and manages a budget of over \$3.9 billion to provide benefits and services for families and individuals.

Our services include nutrition assistance in the form of CalFresh benefits, employment services and supportive services via our welfare-to-work programs, financial and homeless assistance for families through the CalWORKs program, In-Home Supportive Services for our disabled and elderly population, Medi-Cal and access to other healthcare plans offered under the Affordable Care Act, and financial aid and homeless assistance for qualifying individuals through the General Relief program.

With the implementation of the Affordable Care Act (ACA), and expanded accessibility to Medi-Cal benefits, DPSS has now assisted over half-a-million individuals apply for health care coverage.

In an on-going effort to improve customer service while embracing technology, DPSS is actively identifying and developing new and innovative ways to deliver services electronically. Customer services DPSS provides...



CalFresh Webpage

www.ladpss.org/dpss/calfresh/default.cfm

lacounty.gov County Directory of Information & Services | Public Alerts | Public Information | County Contact Information

dpss Department of Public Social Services

Family & Children | Adults | Elderly & Disabled | Business
Your Benefits | About DPSS | Programs | My DPSS | Log in

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Search DPSS

CalFresh

- Awareness Month
- Brochures
- Usage and Benefits Chart
- Eligibility
- How to Apply
- Nutrition Education
- Public Service Announcements
- Photos
- Videos
- CalFresh Office Locations
- Electronic Benefit Transfer (EBT)
- Free Events
- Important Notice For Immigrants
- Most Commonly Requested Documents
- SAR-7 Forms Policy
- Restaurant Meals Program
- Outreach

To apply for CalFresh benefits on-line [click here](#). You can also mail in a [CalFresh Application](#) to your local CalFresh Office.

Express Lane Medi-Cal for CalFresh Participants

CalFresh Home

 The name for California's Food Stamp Program has changed as a result of recent State law. The new name for the program is "CalFresh". The name change will not change your benefits. The amount of CalFresh (formerly known as food stamp) benefits you receive will not be different because of the name change.

CalFresh was established to improve the nutrition of people in low-income households. It does that by increasing their food-buying power, so they are able to purchase the amount of food their household needs. CalFresh benefits are used instead of money at the grocery store.

CalFresh benefits are issued via a Electronic Benefit Transfer (EBT) card.

To apply for CalFresh benefits on-line [click here](#). You can also mail in a CalFresh Application to your [local CalFresh Office](#).

To download an application, please click one of the preferred languages below:

[English](#) [Spanish](#) [Arabic](#) [Armenian](#) [Cambodian](#) [Chinese](#) [Farsi](#) [Hmong](#) [Korean](#) [Laotian](#) [Russian](#) [Tagalog](#) [Vietnamese](#)



Services Locator

Find the LA County services and facilities that serve your area...

Enter Address, City, or Zip Code

Social Services

Twitter

[@DPSS_CalFresh](#)

- CalFresh Program: DID YOU KNOW that you can access your case & view benefits information from the [@dpssYBN](#) webpage? Sign up now at <https://t.co/sgFZLYadmN> 5/31/2016
- CalFresh Program: [#CalFreshAwarenessMonth](#) [#CalFreshGoFood](#) <https://t.co/CaJPsFmuCo> 5/31/2016
- CalFresh Program: DPSS would like to thank and honor all those who men & women who gave their lives serving our Country. [#MemorialDay](#) 5/30/2016



[Twitter Terms of Use](#)

Informational Notice to CalFresh Recipients

Effective July 2016 all Change Reporting (CR) Households will become Semi-Annual Reporting (SAR) Households. If you need more information please click CF 500 link below in your preferred language.

To obtain an informational Notice click on the preferred language below:

[English](#) [Spanish](#) [Armenian](#) [Cambodian](#) [Chinese](#) [Korean](#) [Russian](#) [Tagalog](#) [Vietnamese](#)





Outreach Webpage

locounty.gov County Directory of Information & Services | Public Alerts | Public Information | County Contact Information

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Community Outreach

- Calendar of Events
- Community Outreach Questions
- Request Outreach Services
- DPSS Representative Locator
- CalFresh
- Health Care
- Office Locations

Your Benefits Now!

Save Time. Go On-Line!



Have questions about your case or need to apply? Get more information about [Your Benefits Now!](#) [Instructional Video](#)

Community Outreach



Departmental Community Outreach

The Los Angeles County Department of Public Social Services (DPSS) provides community outreach services for Medi-Cal and CalFresh. DPSS deploys Eligibility Workers throughout Los Angeles County at sites such as hospitals, clinics, schools, and community agencies to offer an alternate platform for the community to access health insurance and nutrition assistance services. In addition, DPSS has partnered with sister Departments, such as Department of Children Family Services, Probation, Sheriff, Health Services, Public Health and Mental Health to link mutual consumers with Medi-Cal and CalFresh services. DPSS Eligibility Workers provide on-site Medi-Cal and CalFresh assessments to consumers in local neighborhoods and communities.

To request for community outreach services at your event, please contact Minerva De La Cruz, Community Outreach Coordinator, at (626) 569-2905.



Outreach Set-up



Outreach Staff



Outreach Mobile



Where can I apply for CalFresh benefits?

- You may call our Customer Service Center to request a paper CalFresh application at:
(626) 569-1399; or
(310) 258-7400; or
(818) 701-8200; or
Toll Free (866) 613-3777
- If you cannot return the completed application in person, you may mail it or fax it to your local DPSS office.

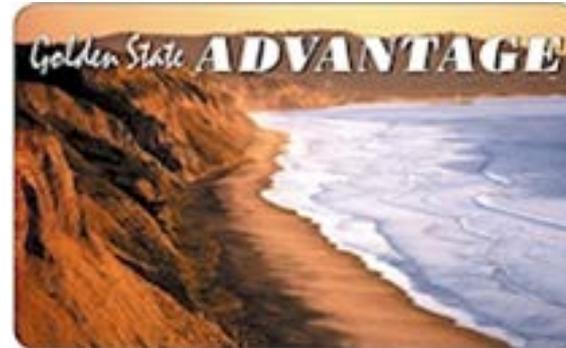


Restaurant Meals Program

Sit Down and Enjoy a Healthy Meal

If you are 60 years of age or older, disabled or homeless, you may be eligible to use your CalFresh benefits to purchase meals at participating restaurants in your county.*

CalFresh EBT cards are now accepted at more local restaurants than ever before. Use your CalFresh EBT card just like a bank ATM card to pay for your next meal quickly and conveniently.



Express Lane Medi-Cal

- You may be eligible to receive Medi-Cal for up to 12 months, if you are receiving CalFresh.
- You do not have to complete a Medi-Cal application nor provide any additional information other than what was provided when your CalFresh case was approved.
- You are under the age of 65; not blind or disabled; and not receiving Medi-Cal.



Express Lane Medi-Cal

Free Health Coverage!!!

*Express Lane
Medi-Cal Program*

No application or additional information is needed!!!

You can save money in your pocket by using the **free** health coverage for:



- ✓ Doctor visits and check-ups
- ✓ Hospital stays
- ✓ Prescription drugs
- ✓ Mental health care
- ✓ Substance abuse care
- ✓ Some dental care

Need more information? Go to:

www.ladpss.org/dpss/calfresh/default.cfm



cal  fresh
BETTER FOOD FOR BETTER LIVING

Farmers' Markets

- Many Farmers' Market now accept CalFresh, in LA City 54 of the 56 FMs are accepting now. (UCLA FM does not)
- Go to www.FMfinder.org to find participating Farmers' Markets near you.





MARKET MATCH MAKES FARMERS' MARKETS MORE AFFORDABLE.

Market Match doubles your CalFresh nutrition benefits at participating farmers' markets, allowing your family to purchase more fruits and vegetables.

Here's how to get twice as much healthy food for you and your family:

- 1 Go to one of the farmers' markets listed here or find a participating market at FMFinder.org
- 2 Look for the Market Match sign at the market's information booth
- 3 Use your CalFresh, and have your benefits doubled*
- 4 Buy more fresh, locally-grown fruits and vegetables

Participating Markets

MERCADOS PARTICIPANTES

ADAMS/VERMONT • †*
1432 W. Adams Blvd
Los Angeles, CA 90007
Wednesdays, 2:00pm-6:00pm

KAISER SOUTH BAY • †*
25825 S. Vermont Ave
Harbor City, CA 90710
Wednesdays, 10:00am-3:00pm

ALTADENA • †*
600 W. Palm St
Altadena, CA 91001
Wednesdays, 3:00pm-7:00pm

LA CIENEGA • †*
1801 S. La Cienega Blvd
Los Angeles, CA 90035
Thursdays, 2:00pm-7:00pm

BALDWIN HILLS/CRENSHAW
3650 MLK Blvd • †
Los Angeles, CA 90008
Saturdays, 10:00am-3:00pm

LONG BEACH DOWNTOWN
300 Pacific Ave • †*
Long Beach, CA 90802
Fridays, 10:00am-4:00pm

CENTRAL AVE • †
4301 Central Ave
Los Angeles, CA 90011
Thursdays, 10:00am-3:00pm

MAR VISTA • †*
12200 Venice Blvd
Los Angeles, CA 90066
Sundays, 9:00am-2:00pm

COMPTON • †*
Gateway Towne Center
Compton, CA 90220
Saturdays, 9:00am-1:00pm

MONTEREY PARK • †*
318 S Ramona Ave
Monterey Park, CA 91754
Fridays, 4:00pm-8:00pm

EAST HOLLYWOOD • †*
5448 Hollywood Blvd
Los Angeles, CA 90027
Thursdays, 3:30pm-7:30pm

OLD TOWN NEWHALL • †*
22520 Lyons Ave
Santa Clarita, CA 91321
Saturdays, 8:30pm-12:30pm

EAST LOS ANGELES • †*
4801 E. 3rd St
Los Angeles, CA 90022
Saturdays, 9:00am-2:00pm

POMONA • †*
Pearl & Garey Ave
Pomona, CA 91768
Saturdays, 7:30am-11:30am

ECHO PARK • †
1125 Logan St
Los Angeles, CA 90026
Fridays, 3:00 pm - 7:30pm

SANTA MONICA PICO • †*
2200 Virginia Ave
Santa Monica, CA 90404
Saturdays, 8:00am-1:00pm

GARDENA • †*
13000 S. Van Ness Ave
Gardena, CA 90249
Saturdays, 8:00am-1:00pm

VALINDA • †*
747 Ringrove Dr
La Puente, CA 91744
Thursdays, 2:00pm-7:00pm

HUNTINGTON PARK • †*
3401 E. Florence Ave
Huntington Park, CA 90255
Wednesdays, 9:30am-1:30pm

WATTS HEALTHY • †
1335 E. 103rd St
Los Angeles, CA 90002
Saturdays, 10:00am-2:00pm

INGLEWOOD •
Market St & Manchester Blvd
Inglewood, CA
Every third Thursday
3:00pm-7:00pm

WELLINGTON SQUARE • †*
4394 Washington Blvd
Los Angeles, CA 90016
Sundays, 9:00am-1:00pm

LEGEND

• - CalFresh matched * - SSI / SSDI matched
† - WIC participants served (match amount and type varies)



Your Benefits Now Home Page

What would you like to do?



[Click Here to Apply for Benefits](#)

 <p>New User? Create a new account</p>	 <p>Current Users Login to your account</p>
 <p>Forgotten Password? Reset a PIN or password</p>	 <p>Benefits View your existing benefits</p>
 <p>Case Status Information View your existing case status information</p>	 <p>Worker Information View information about your case worker</p>
 <p>Semi-Annual/Quarterly Reports View or Submit your Semi-Annual/Quarterly Reports online</p>	 <p>Electronic Notices View existing notices</p>
 <p>Appointments Schedule an Appointment for a NEW Application</p>	 <p>VITA Appointments Schedule an Appointment for a VITA</p>
 <p>Annual Redetermination/Recertification Link to Annual Redetermination/Recertification</p>	

- Apply Online
- Submit QR/SAR
- View eNotices
- Schedule Appointment
- View Case Status
- Worker Information
- Submit Annual RD/RC (Coming Soon)



DPSS mobile App

Your Benefits NOW (YBN)



Menu Page



LA County DPSS Mobile app allows users to:

- View your EBT balance
- Take a picture to upload proof of the changes reported on your Semi Annual Report(SAR-7) or Quarterly Report(QR-7)



EBT ACCOUNT

View Balance & Transaction History



EBT INFORMATION:

- Available balance
- Transaction History
- Status/Post Date
- Transaction Amount
- Merchant Information
- Balance after transaction



Why Promote CalFresh?

- CalFresh benefits our state and local communities.
- CalFresh is funded by the federal government, NOT the state. According to the USDA, every \$1 of CalFresh benefits spent in a local store spurs \$1.79 in local economic activity.



Why Promote CalFresh?

- When a household receives CalFresh benefits, it frees up income for them to spend on other taxable goods, like clothing and furniture, increasing the amount of sales tax revenue to county and state budgets.
- CalFresh enables low-income individuals and families to eat better and healthier.
- Follow us on Twitter  [@DPSS_CalFresh](https://twitter.com/DPSS_CalFresh)
[@LACo_DPSS](https://twitter.com/LACo_DPSS)



QUESTIONS

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